



GOVERNMENT OF GUAM  
DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES  
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



LOURDES A. LEON GUERRERO  
GOVERNOR, MAGA HAGA

JOSHUA F. TENORIO  
LT. GOVERNOR, SIGUNDO MAGA LAHI

ARTHUR U. SAN AGUSTIN, MHR  
ACTING DIRECTOR

LAURENT SF DUENAS, MPH, BSN  
DEPUTY DIRECTOR

JOSEPHINE T. O'MALLAN  
DEPUTY DIRECTOR

LOT 2050-3, # 210  
MARINE CORPS DRIVE  
HAGATNA

Date: 07/17/2020

THE WILLOWS  
Name of Establishment

As a result of this inspection your establishment received a:

☐ LETTER OF WARNING

(Demerit/Grade Points)

Once you have corrected all violations cited on your establishment's inspection report, you must provide us a written request for re-inspection to include a description of the corrective measures that you have implemented. If we do not receive a written re-inspection request from you, we will conduct a follow-up inspection after ten (10) calendar days from the official receipt of this notice to ensure that corrective measures have been taken.

Failure to correct violations may result in the closure of your establishment pursuant to section 21109(b) of 10GCA, Chapter 21.

☒ NOTICE OF CLOSURE

NO CERTIFIED MANAGER ON SITE

(Demerit/Grade Points)

Once you have corrected all violations cited on your establishment's inspection report, you must provide us a written request for re-inspection to include a description of the corrective measures that you have implemented. Unlike an establishment who has received a letter of warning, an establishment shall remain closed unless a written request for re-inspection is made. Under 10 GCA Ch. 21 §21109(b), suspension without prior hearing may be imposed until the violation is corrected. You may also request a hearing to the Division of Environmental Health within five (5) calendar days of the date of this notice. When a hearing is requested following a suspension without prior hearing, it shall be discretionary with the Director as to whether the suspension shall be continued pending the hearing.

We look forward to working closely with you as partners in promoting health and sanitary practices on Guam. If you need further assistance, you can reach us at 300-9579 or (fax) 300-9577. Si Yu'us Ma'ase.

Sincerely,

*fr*

ARTHUR U. SAN AGUSTIN, MHR  
Acting Director

Issued By: J. CRUZ / L. NAVARRO  
Name of EPHO

Received By: Leborah R Wong  
Establishment Representative

**Department of Public Health and Social Services  
Division of Environmental Health**

**Food Establishment Inspection Report**

Page 1 of 1

ESTABLISHMENT NAME <div style="font-size: 1.2em; font-family: cursive;">THE WILLOWS</div>	LOCATION (Address) <div style="font-size: 1.2em; font-family: cursive;">LOT 2050-3 #210 MARINE CORPS DRIVE HAGATNA GUAM</div>
INSPECTION DATE <div style="font-size: 1.2em; font-family: cursive;">7/17/20</div>	SANITARY PERMIT NO. <div style="font-size: 1.2em; font-family: cursive;">200702602</div>
PERMIT HOLDER <div style="font-size: 1.2em; font-family: cursive;">WONG, DEBORAH R</div>	

<b>ITEM NO.</b>	<b>OBSERVATIONS AND CORRECTIVE ACTIONS</b>	<b>CORRECT BY DATE</b>
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Violations cited in this report must be corrected within the time frames indicated, or as stated in Sections 8-405.11 and 8-406.11 of the Guam Food Code.

	§4415 of the Health Certificate Regulations states, "...every eating and drinking establishment and food establishment...shall have a designated manager or supervisor who shall be certified under the provisions of these rules and regulations...(and) is a requirement in addition to, and not in lieu of, a Health Certificate."	
	10 GCA Ch. 21 Section 21109(a) (Suspension and Revocation of Permit) states, "A permit may be suspended by the Director pursuant to §21107(2)(d) or upon the violation by the holder or by a person in his employ or under his supervision or control of any of the provisions of this Part.	
	10 GCA Ch. 21 Section 21109(b) states, "Suspension of a permit may be imposed without prior hearing in the discretion of the Director by giving written notice thereof to the holder, in which case, the holder shall have five (5) days within which to request a hearing. Suspension without prior hearing may be imposed for such time until the violation is corrected; or may be imposed as a penalty for repeated violations, in which case, it shall not exceed five (5) days, or may be imposed pending a hearing under Subsections (c) or (d) of this Section. When a hearing is requested following a suspension without prior hearing, it shall be discretionary with the Director as to whether the suspension shall be continued pending the hearing." Hearings shall be conducted according to the Administrative Adjudication Law.	
	An establishment without a manager with a valid certificate of Management Certification shall result in the suspension of its permit. This is a written notice that your permit is hereby suspended.	
	Provided the Person-in-Charge (PIC) with the following: Press Release No. 2018-070 Certificate of Manager's Certification requirement for all retail food facilities dated August 6, 2018. Posted "Notice of Closure" placard Discussed inspection report with the PIC Issued "Notice of Closure" letter Issued Follow-up inspection request form A re-instatement fee of \$100.00 shall be paid to the Department of Public Health and Social Services upon successful completion of a Follow-up inspection.	

Based on the inspection today, the items listed above identify violations which shall be corrected by the date specified by the Department. Failure to comply may result in the immediate suspension of the Sanitary Permit or downgrade. If seeking to appeal the result of any notice or inspection findings, a written request for hearing must be submitted to the Director within the period of time established in the notice for corrections.

Person In Charge (Print and Sign) <i>Deborah R Wong</i>	Date:
DEH Inspector (Print and Sign) <i>J. Cruz / L. Navarro</i>	Date: <i>07/17/2020</i>

**Department of Public Health and Social Services**  
**Division of Environmental Health**  
**Food Establishment Inspection Report**

Page 1 of 1

INSPECTION	RSN	TYPE	GRADE	INSPECTION DATE		ESTABLISHMENT NAME	
Regular	✓		6	7/17/20		THE WILLOWS	
Follow-up				TIME IN	TIME OUT	PERMIT HOLDER	
Complaint				7:00pm	8:25pm	WONG, DEBORAH R	
Investigation				SANITARY PERMIT NO.		LOCATION (Address)	
Other:			NA	200702602		LOT 2050-3; #210 MARINE CORPS. DRIVE HAGATNA, GUAM	
ESTABLISHMENT TYPE				AREA	TELEPHONE	No. of Risk Factor/Intervention Violations	RISK CATEGORY
BAR				8	477-4321	1	2
				No. of Repeat Risk Factor/Intervention Violations			
				N/A			

**FOODBORNE ILLNESS RISK FACTORS AND PUBLIC HEALTH INTERVENTIONS**

Circle designated compliance (IN, OUT, N/O, N/A) for each numbered item. Mark "X" in appropriate box for COS and/or R.

IN = In compliance OUT = Not in compliance N/O = Not observed N/A = Not applicable COS = Corrected on-site during inspection R = Repeat violation PTS = Demerit points

Compliance Status			COS	R	PTS
<b>Supervision</b>					
1	IN	OUT			6
Person in charge present, demonstrates knowledge, and performs duties					
<b>Employee Health</b>					
2	IN	OUT			6
Management awareness; policy present					
3	IN	OUT			6
Proper use of reporting, restriction & exclusion					
<b>Good Hygienic Practices</b>					
4	IN	OUT	N/A	N/O	6
Proper eating, tasting, drinking, betelnut, or tobacco use					
5	IN	OUT	N/A	N/O	6
No discharge from eyes, nose, and mouth					
<b>Preventing Contamination by Hands</b>					
6	IN	OUT	N/A	N/O	6
Hands clean and properly washed					
7	IN	OUT	N/A	N/O	6
No bare hand contact with ready-to-eat foods or approved alternate method properly followed					
8	IN	OUT			6
Adequate handwashing facilities supplied & accessible					
<b>Approved Source</b>					
9	IN	OUT			6
Food obtained from approved source					
10	IN	OUT	N/A	N/O	6
Food received at proper temperature					
11	IN	OUT			6
Food in good condition, safe, and unadulterated					
12	IN	OUT	N/A	N/O	6
Required records available: shellstock tags, parasite destruction					
<b>Protection from Contamination</b>					
13	IN	OUT	N/A		6
Food separated and protected					
14	IN	OUT	N/A		6
Food contact surfaces: cleaned & sanitized					
15	IN	OUT			6
Proper disposition of returned, previously served, reconditioned, and unsafe food					
<b>Potentially Hazardous Food (TCS Food)</b>					
16	IN	OUT	N/A	N/O	6
Proper cooking time and temperatures					
17	IN	OUT	N/A	N/O	6
Proper reheating procedures for hot holding					
18	IN	OUT	N/A	N/O	6
Proper cooling time and temperatures					
19	IN	OUT	N/A	N/O	6
Proper hot holding temperatures					
20	IN	OUT	N/A		6
Proper cold holding temperatures					
21	IN	OUT	N/A	N/O	6
Proper date marking and disposition					
<b>Consumer Advisory</b>					
22	IN	OUT	N/A		6
Consumer Advisory provided for raw or undercooked foods					
<b>Highly Susceptible Populations</b>					
23	IN	OUT	N/A		6
Pasteurized foods used; prohibited foods not offered					
<b>Chemical</b>					
24	IN	OUT	N/A		6
Food additives: approved and properly used					
25	IN	OUT			6
Toxic substances properly identified, stored, used					
<b>Conformance with Approved Procedures</b>					
26	IN	OUT	N/A		6
Compliance with variance, specialized process, and HACCP plan					

Risk factors are improper practices or procedures identified as the most prevalent contributing factors of foodborne illness or injury. Public Health interventions are control measures to prevent foodborne illness or injury.

**GOOD RETAIL PRACTICES**

Good Retail Practices are preventative measures to control the introduction of pathogens, chemicals, and physical objects into foods.

Mark "X" in box: If numbered item is not in compliance and/or if COS and/or R. COS = Corrected on-site during inspection R = Repeat violation PTS = Demerit points

Compliance Status			COS	R	PTS
<b>Safe Food and Water</b>					
27		Pasteurized eggs used where required			1
28		Water and ice from approved source			2
29		Variance obtained for specialized processing methods			1
<b>Food Temperature Control</b>					
30		Proper cooling methods used; adequate equipment for temperature control			1
31		Plant food properly cooked for hot holding			1
32		Approved thawing methods used			1
33		Thermometer provided and accurate			1
<b>Food Identification</b>					
34		Food properly labeled; original container			1
<b>Prevention of Food Contamination</b>					
35		Insects, rodents, and animals not present			2
36		Contamination prevented during food preparation, storage & display			1
37		Personal cleanliness			1
38		Wiping cloths: properly used and stored			1
39		Washing fruits and vegetables			1
I have read and understand the above violation(s), and I am aware of the corrective measures that shall be taken.					
Person in Charge (Print and Sign) <u>Deborah R Wong Deborah R Wong</u>					
Date: <u>7/17/20</u>					
DEH Inspector (Print and Sign) <u>S. Cruz Jr / L. Navaiko</u>					
Follow-up (Circle one): <u>YES</u> NO <u>1/4/20</u>					

Compliance Status			COS	R	PTS
<b>Proper Use of Utensils</b>					
40		In-use utensils: properly stored			1
41		Utensils, equipment and linens: properly stored, dried, handled			1
42		Single-use/single-service articles: properly stored, used			1
43		Gloves used properly			1
<b>Utensils, Equipment and Vending</b>					
44		Food and nonfood-contact surfaces cleanable, properly designed, constructed, and used			1
45		Warewashing facilities: installed, maintained, used; test strips			1
46		Nonfood-contact surfaces clean			1
<b>Physical Facilities</b>					
47		Hot & cold water available, adequate pressure			2
48		Plumbing installed; proper backflow devices			2
49		Sewage and wastewater properly disposed			2
50		Toilet facilities: properly constructed, supplied, & cleaned			2
51		Garbage/refuse properly disposed; facilities maintained			2
52		Physical facilities installed, maintained, and clean			1
53		Adequate ventilation and lighting; designated areas use			1
<b>Documents and Placards</b>					
54		Sanitary Permit, Health Certificates valid and posted			2



**DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES  
DIVISION OF ENVIRONMENTAL HEALTH  
PUBLIC AND PRIVATE PREMISES  
INSPECTION REPORT**

NAME: (OWNER, LESSEE, OCCUPANT, ETC.) <b>THE WILLOWS (WONG, DEBORAH R.)</b>		ADDRESS: Lot #, street name, house/apt. #, building name: <b>LOT 2050-3, #210 MARINE CORPS DR</b>
INSPECTION/INVESTIGATION DATE: <b>07/17/2020</b>	COMPLAINT #:	MUNICIPALITY/VILLAGE; SUBDIVISION: <b>HAGATNA</b>

THE FOLLOWING CHECKED ITEMS REPRESENT VIOLATIONS OF THE CORRESPONDING SECTIONS OF TITLE 10, GUAM CODE ANNOTATED

SECTION #	REMARKS																											
	An assessment of the above-mentioned facility was conducted on this day to determine compliance with DPHSS Guidance Memorandum 2020-25 (June 22, 2020) during the COVID-19 emergency.																											
	The following violations were observed and deemed a public nuisance:																											
	<table border="1"> <thead> <tr> <th></th> <th>Corrected on the Spot (COS)</th> <th>Repeat</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> 1. Failed to require and enforce mandatory use of face masks with employees/customers.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 2. Failed to enforce social distancing of a minimum of 6 feet between individuals in the interior and exterior premises of the property of the business.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 3. Failed to post appropriate signage for face masks and social distancing.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 4. Failed to have a policy in place for the frequent cleaning of all surfaces.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 5. Failed to have and present an organization-specific guidance plan in place.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 6. Failed to properly maintain the required occupant load of <u>38</u>.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 7. Failed to adhere to the authorized number for social gatherings on business premises.</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="checkbox"/> 8. Failed to adhere to the requirements outlined in DPHSS Guidance Memorandum</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </tbody> </table>		Corrected on the Spot (COS)	Repeat	<input type="checkbox"/> 1. Failed to require and enforce mandatory use of face masks with employees/customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 2. Failed to enforce social distancing of a minimum of 6 feet between individuals in the interior and exterior premises of the property of the business.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 3. Failed to post appropriate signage for face masks and social distancing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 4. Failed to have a policy in place for the frequent cleaning of all surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 5. Failed to have and present an organization-specific guidance plan in place.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 6. Failed to properly maintain the required occupant load of <u>38</u> .	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 7. Failed to adhere to the authorized number for social gatherings on business premises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 8. Failed to adhere to the requirements outlined in DPHSS Guidance Memorandum	<input type="checkbox"/>	<input type="checkbox"/>
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	Section 20106 (Title 10 Guam Code Annotated, Chapter 20) authorizes Department of Public Health & Social Services to conduct inspections of all public and private grounds, buildings, & other places to enforce & order the immediate abatement of the public nuisance. Businesses that fail to comply with applicable & current Executive Orders and/or Public Health Guidances shall be deemed a public nuisance under Chapter 20, Title 10, of the Guam Code Annotated which are misdemeanors, if found guilty.																											
	Observations/Findings: <input checked="" type="checkbox"/> N/A																											

YOU ARE HEREBY GIVEN \_\_\_\_\_ DAYS \_\_\_\_\_ HOURS TO CORRECT THE ABOVE CITED PROBLEMS.  
YOUR PROPERTY WILL BE REINSPECTED ON OR ABOUT \_\_\_\_\_ (DATE)

RECEIVED BY (Print & Sign):  
**Deborah R Wong** *Deborah R Wong*

DEH INSPECTOR (Print & Sign):  
**JAMES CRUZ** *JAMES CRUZ* / **LEILANI NAVARRO** *LEILANI NAVARRO*



## GOVERNMENT OF GUAM

DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES  
DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIATLOURDES A. LEON GUERRERO  
GOVERNOR, MAGA'HA'GUJOSHUA F. TENORIO  
LT. GOVERNOR, SIGUNDO MAGA'LAHIARTHUR U. SAN AGUSTIN, MHR  
ACTING DIRECTORLAURENT SF DUENAS, MPH, BSN, RN  
DEPUTY DIRECTORJOSEPHINE T. O'MALLAN  
DEPUTY DIRECTORCOMPLIANCE CHECKLIST FOR BARS AND TAVERNS  
BASED ON EXECUTIVE ORDER 2020-20, 2020-16, 2020-14,  
DPHSS GUIDANCE MEMO 2020-07, 2020-12, and 2020-23

BL# 30-201101025-001

Name of Establishment: THE WILLOWS Company Name: WONG, DEBORAH R.Location: LOT 20JD-3, #210 MARINE CORPS DR., HAGATNA

Item No.	Criteria	Comments	In Compliance with Executive Order and Industry Guidance	
	<b>General Requirements</b>			
1	Has a written policy and procedures for COVID-19 prevention and control measures prior to re-opening, which address the following:		Yes	No
	a. Employee health, to include having a plan in place if someone is or becomes sick		Yes	No
	b. Cleaning/sanitizing procedures		Yes	No
	c. Social distancing and other protective measures		Yes	No
2	Operates at no more than the authorized occupancy rate		Yes	No
3	Suspends organized events such as fundraising event, tournament, etc.		Yes	No
4	Prohibits the use of game equipment such as game machines, pool tables, dart boards and other areas where people may congregate that have high-touch surfaces		Yes	No
5	Prohibits the use of dance floor	N/A	Yes	No
6	Follows the requirement of the Guam Food Code that also applies to COVID-19 mitigation:		Yes	No
	a. Prohibiting sick employees in the workplace		Yes	No
	b. Strict handwashing practices, to include when and how		Yes	No
	c. Strong procedures and practices to clean and sanitize surfaces		Yes	No
	d. PIC is on site and is a certified food manager		Yes	No
	<b>Employee Health</b>			
7	Screens employees and patrons before entering the facility		Yes	No
8	Possesses adequate supplies to support healthy hygienic behaviors		Yes	No
9	Posted signage for employees and patrons on good hygiene and sanitation practices		Yes	No
	<b>Cleaning and Disinfection</b>			
10	Has a cleaning and disinfection procedures and schedule in place for common areas, highly touch surfaces, and the entire establishment		Yes	No
11	Regularly disinfects liquor bottles, pour stations, taps, ice coops, etc.		Yes	No
12	Clean silverware, dishes, and glasses are protected or placed in a covered area.		Yes	No

13	Toilet facilities and handwashing sinks are thoroughly and regularly cleaned and disinfected.		<input checked="" type="radio"/> Yes	No
14	Possesses adequate cleaning and disinfection products for both employees and patrons		<input checked="" type="radio"/> Yes	No
15	Follows CDC's cleaning and disinfecting guidelines		<input checked="" type="radio"/> Yes	No
<b>Ventilation</b>				
16	Maximizes fresh air through use of existing ventilation system		<input checked="" type="radio"/> Yes	No
17	Minimizes air from fans blowing from one person directly at another individual		<input checked="" type="radio"/> Yes	No
<b>Social Distancing and Other Protective Measures</b>				
18	Implements social distancing of at least 6 feet and posting of appropriate signage		<input checked="" type="radio"/> Yes	No
19	Limits the number of customers in the bar at one time		<input checked="" type="radio"/> Yes	No
20	Posted signage at entrance stating that no one with COVID-19 symptoms is permitted inside		Yes	<input checked="" type="radio"/> No
21	For live music, ensures there is ample distance (6-foot min.) between musicians and customers	N/A	Yes	No
22	Appropriate physical barriers are in place for booth seating	N/A	Yes	No
23	For congregations or social gatherings:		Yes	No
	a. Total number of people, including employees, do not exceed the capacity permitted in the most recent E.O. (including private rooms)		<input checked="" type="radio"/> Yes	No
	b. Total number of people in each party do not exceed the number allowed for congregations or social gatherings in most recent E.O.		<input checked="" type="radio"/> Yes	No
24	Mandating the wearing of face mask		<input checked="" type="radio"/> Yes	No
25	Provides hand sanitizers for guests to use at entrances and other designated locations		<input checked="" type="radio"/> Yes	No

<b>RECEIVED BY (Name and Title)</b> Deborah R Wong      Deborah R Wong	<b>DATE</b> 7/17/2020
<b>DEH INSPECTOR (Name and Title)</b> JAMES CRUZ      / LUTIZI NARANJO	<b>DATE</b> 07/17/2020